



**LIMITED EXAMINATION AND APPOINTMENT  
PROGRAM (LEAP) CANDIDATE**

**EMPLOYMENT PROGRAM REPRESENTATIVE  
DISABILITY INSURANCE PROGRAM REPRESENTATIVE**

**OPEN EXAMINATION**

CALIFORNIA STATE GOVERNMENT - AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

**DEPARTMENTAL  
OPEN FOR**

EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD)

**LEAP PROGRAM  
INFORMATION**

The Limited Examination and Appointment Program (LEAP), under the authority of Government Code Sections 19240-19243.4, provide participants with disabilities an opportunity to demonstrate their readiness for appointment to an identified class. Upon successful completion of the program, participants are appointed to the identified class and begin serving a probationary period of six months to one year. For more information on LEAP, pamphlets are available at the offices of the State Personnel Board, Department of Rehabilitation and Employment Development Department.

**SALARY RANGE**

**\$2817 – \$4256 per month (\$16.25 - \$24.55 per hour)**

Positions in these classes are filled on a Permanent Full-time and Permanent Intermittent (PI) basis. PI employees are hourly rate employees and may work less than full-time. Schedules vary based on workload demands or the needs of the hiring office.

**FINAL FILING DATE**

**Friday, October 31, 2008**

**WHO MAY APPLY**

Persons who meet the requirements as stated on this bulletin and who have **NOT** taken **ANY** open LEAP Employment Program Representative (EPR) nor Disability Insurance Program Representative (DIPR) test within the last 18 months may apply for these examinations. This is an open examination. Applications will not be accepted on a promotional basis. Career credits do not apply.

**HOW TO APPLY**

To apply for these examinations, submit a completed Examination Application (STD 678) and LEAP Certification Form **POSTMARKED** no later than the final filing date. Applications received postmarked after the final filing date will not be accepted for any reason. Applications not sent through the U.S. Postal Service (i.e. hand carried to the Human Resource Services Division) must be **received by 5:00 P.M. on the final filing date**. The use of EDD metered mail, including interoffice mail (e.g. red or gold bag), and faxed applications are prohibited. Submit your application by directly to:

**MAILING ADDRESS:**

Employment Development Department  
Human Resource Services Division, MIC 54  
Attention: LEAP EPR/DIPR Exam  
P.O. Box 826880  
Sacramento, CA 94280-0001

**DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD**

**SEE PAGE 2 FOR ADDITIONAL INFORMATION**

**LEAP EMPLOYMENT PROGRAM REPRESENTATIVE  
LEAP DISABILITY INSURANCE PROGRAM REPRESENTATIVE  
(INTERNET)**

WB35-9194 / 8HRJ101  
WE65-9233 / 8HRJ102

**FINAL FILING DATE: October 31, 2008**

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**REASONABLE  
ACCOMMODATIONS**

If you need an accessible test location, an interpreter, or other special testing arrangements because of a disabling condition or your religious beliefs, please complete question 2 and/or 3 on page 1 of the Examination Application (STD 678). You will be contacted and necessary arrangements will be made.

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**APPLICATION  
COMPLETION**

Examination Applications (STD 678) are available at local EDD offices, the State Personnel Board, and can be accessed on the Internet at [www.spb.ca.gov](http://www.spb.ca.gov).

When completing the Examination Application (STD 678), please consider the following:

- Applicants should file one Examination Application (STD 678) for both examinations.
  - The examination for both classifications is the same, therefore applicants that submit an application indicating only one examination, will be admitted into both examinations.
  - Applicants that are accepted into the examination will be mailed a Readiness Training and Experience Evaluation Report and a work location preference form (STD 631) to complete.
  - Some positions in the EPR and DIPR class require fluency in both English and a second language in order to facilitate communication with customers. Individuals interested in applying for bilingual positions must identify their language fluency on page 1, item number 6, of the application. Individuals considered for bilingual positions must pass a language fluency exam, which is separate from this examination and will be conducted at the hiring interview.
  - The Employment History section of the application must include "from" and "to" dates (month/day/year) and hours worked per week. State employees must use their civil service class titles. Total hours worked for intermittent and part-time employment must be identified in the "Total Worked" section. Applications received without this information may be rejected because of incomplete information.
  - Applicants must attach a copy of their LEAP Certification Form to every Examination Application (STD 678) submitted for LEAP examinations.
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**REQUIREMENTS  
FOR ADMITTANCE  
TO THE EXAMINATION**

**LEAP Certification:**

To be eligible to participate in the Limited Examination and Appointment Program, you must be an individual with a disability. An "Individual with a disability" is someone who either (1) has a physical or mental impairment that substantially limits one or more major life activities such individual: (2) has a record of such impairment; or (3) is regarded as having such an impairment. The LEAP Certification Form must be signed by a Department of Rehabilitation Counselor. It is not necessary to become a Rehabilitation Client because the Department will only certify the presence of a disability. Contact the Rehabilitation Office nearest you to schedule an appointment for LEAP Certification.

It is the applicant's responsibility to provide medical evidence of disability. Applicants must attach a copy of their LEAP Certification Form to every application submitted for LEAP examinations. Applicants must also provide their Social Security Account Number on the Examination Application (STD 678) in order to confirm eligibility for LEAP.

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**VETERANS  
PREFERENCE  
CREDITS**

Veterans preference credits will be added to the final score of all competitors who are successful in the exam and who qualify for, and have requested these credits. (See page 6, General Information, for further details.)

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**CAREER CREDITS**

This is an open examination. Applications will not be accepted on a promotional basis. Career Credits do not apply.

**MINIMUM  
QUALIFICATIONS**

**Note:** All applicants must meet the education and/or experience requirements for this examination by the **final filing date**. Combining the following patterns on a proportional basis is not applicable in the LEAP EPR and DIPR exam. In addition, there are no substitutions for the education or the experience requirements.

**Either I**

Four years of experience with the Employment Development Department. (Candidates who are within six months of completing the required experience will be admitted to the examination; however, they must meet the required experience before being considered eligible for appointment.)

**Or II**

One year of experience in the Employment Development Department performing the duties of an Employment Program Assistant, Range B, or an Employment Program Technician.

**Or III**

Completion of 60 semester units or 90 quarter units of college course work.

**Ands**

Two years of public contact experience providing services or information.

**Or IV**

Equivalent to graduation from college. (Must provide evidence of registration as a senior in a recognized institution to be admitted in the examination, and must secure evidence of graduation or its equivalent before being considered for appointment.)

**PROOF OF  
EDUCATION**

Applicants filing under Patterns III or IV must provide proof that they meet the educational requirement by submitting a copy of their diploma, official transcript, statement and/or evaluation from an accredited U.S. college or university with their exam application.

This proof must show that the units are equivalent to a degree and/or would admit the applicant to graduate status on the basis of the degree he or she holds. If an applicant is not able to provide proof of education from a recognized institution at the time of hire, their name may be removed from the eligible list(s).

***Foreign Degrees***

Applicants with foreign degrees must provide an official foreign transcript evaluation that indicates that your foreign course work is equivalent to a degree from an accredited U.S. college or university. EDD accepts foreign transcript evaluations that are completed by one of the agencies approved by the California Commission on Teacher Credentialing. Agencies accredited by the Commission for Foreign Transcription Evaluation may be found on the Commission's website: [www.ctc.ca.gov](http://www.ctc.ca.gov).

**Note:** All documents submitted become the property of the EDD. Do not submit original diplomas with the examination application.

**RECOMPETITION  
RESTRICTIONS**

The testing periods for LEAP EPR and DIPR examinations are 18 months. The beginning of the testing periods are based upon the final filing dates of the examinations administered for these classifications. A person may not take the exam more than once in a testing period. Therefore, if you have taken the LEAP EPR and DIPR tests within the last 18 months, you are not eligible to apply or compete in this LEAP EPR and DIPR examination.

**ELIGIBLE LIST  
INFORMATION**

An open eligible list will be established for the EDD. Eligibility expires 24 months after it is established unless the needs of the service or conditions of the list warrant a change in this period. Names of successful competitors are merged onto the list in order of final score, regardless of date. Candidates may only be tested once during any testing period. The testing period for these classifications is every 18 months.

**POSITIONS EXIST** Positions exist statewide in the EDD's Job Service Branch, Unemployment Insurance Branch, and Disability Insurance Branch offices.

**POSITION  
DESCRIPTIONS**

**JOB SERVICE (JS)**

The Employment Program Representative (EPR) in JS promotes self-service employment services for employers, job seekers, and partner organizations, if necessary, assists customers who are unable to use self-service equipment/programs. The EPR contacts employers to identify and list available jobs, and to promote and market EDD's services such as the automated labor exchange systems, placement services, the one-stop career center resources, and other specific programs. The EPR may provide information or act as liaison to customers with questions pertaining to other EDD programs. The EPR may manage a caseload and/or assists job seekers in meeting their employment goals or refers customers to partner resources. An EPR will be expected to perform these duties utilizing a personal computer while providing quality customer service in person or by telephone. The EPR may be co-located, with other agencies, working together in a partnership environment to provide services.

**UNEMPLOYMENT INSURANCE (UI)**

The EPR in UI assists customers in filing UI benefit claims, authorizes payment or provides information on claim status. The EPR independently reviews, investigates, and determines if an individual is eligible or ineligible to receive UI benefits in accordance with UI laws, rules, regulations, and procedures. An EPR informs customers and employers of their rights and responsibilities under the UI program. These services are provided by telephone in a non-public, call-center environment that includes the use of automated data systems.

**DISABILITY INSURANCE (DI)**

The Disability Insurance Program Representative (DIPR) works in either a Claims Management Office, managing a caseload or in a Customer Service Center, receiving calls. The DIPR independently reviews claims, analyzes data, and determines eligibility in accordance with Disability Insurance laws, rules, regulations, policies, and procedures. The DIPR discusses claim information and program requirements with customers and the public in an automated phone environment and/or in person, while simultaneously inputting and accessing automated data systems.

**VETERANS  
EMPLOYMENT  
SERVICES**

Some positions for the class of EPR are funded specifically to perform specialist duties for the VESS or the VWS. Due to federal hiring criteria, EDD is required to hire VESS or the VWS in the following order: 1) Category I – disabled veteran, 2) Category II – veteran, 3) Category III – Spouse as defined in Title 38, United States Code, Section 4101.

**SPECIALIST (VESS)  
VETERANS  
WORKFORCE  
SPECIALIST (VWS)**

Applicants who meet the criteria for VESS or the VWS positions will be required to self-certify their veteran status. Proof of eligibility will be required at the time of hire (i.e. United States Department of Veterans Affairs [U.S. DVA] Disability Rating Award, and/or U.S. DVA Civil Service Preference Letter, and/or a Certificate of Release or Discharge from Active Duty [form DD-214]).

**EXAMINATION  
INFORMATION**

**INTERVIEWS WILL NOT BE HELD.** The entire examination will consist of a Readiness Training and Experience Evaluation only (Weighted 100%). To obtain a position on the eligible lists, applicants must achieve a minimum rating of 70%.

Candidates who do not complete the Readiness Training and Experience Evaluation by the date and time stated on the Readiness Training and Experience Evaluation will be disqualified from the exam.

**READINESS TRAINING AND EXPERIENCE EVALUATION WEIGHTED 100%**

**READINESS  
TRAINING AND  
EXPERIENCE  
EVALUATION  
EXAMINATION  
SCOPE**

**ABILITY TO:**

1. Interpret and accurately apply written laws, rules, regulations, policies and procedures.
2. Gather and analyze data and reason logically.
3. Analyze situations accurately and take effective action.
4. Communicate effectively in English, both in person and by telephone.
5. Prepare clear and concise written reports and/or oral presentations.
6. Provide and maintain cooperative relations and courteous customer service with those contacted in the course of work.
7. Gain the confidence of employers, job seekers, claimants, medical providers, and community organizations.
8. Relate to all members of the community and be sensitive to their issues and needs.
9. Exercise sound judgment, independence and initiative in carrying out multiple responsibilities, within a team environment.
10. Secure, evaluate, analyze and record facts through an interview process and/or from written documents.
11. Comprehend and effectively execute the operation of automated systems utilizing keyboard and personal computer (PC) skills.

**INQUIRIES ABOUT  
THIS EXAMINATION**

The EDD encourages all potential applicants to read this entire bulletin. Please refer to page 6 of this bulletin for additional examination information. All inquiries about this examination should be directed to (916) 654-6869. In addition, examination information can also be obtained on the internet at [www.edd.ca.gov](http://www.edd.ca.gov).

EDD also maintains a 24-hour recorded Automated Call Processing System. This system, which is updated weekly, provides information on upcoming final filing dates for EDD's open and promotional examinations. To access this system from a touch-tone telephone, call (916) 654-6869.

## GENERAL INFORMATION

**THE EMPLOYMENT DEVELOPMENT DEPARTMENT** reserves the right to revise the examination plan to better meet the needs of the service if the circumstances change under which this examination was planned. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

**IT IS THE CANDIDATE'S RESPONSIBILITY** to contact the EDD, Human Resource Services Division, (916) 654-6869, three weeks after filing his/her application if he/she has not received a Receipt of Application notice.

**PERSONS WITH DISABILITIES:** If you have a disability and wish to participate in one of our testing services, programs, or activities, and require a specific accommodation, please check the appropriate response on page 1 of the "Examination Application." You will be contacted to make specific arrangements. If necessary, candidates may use the California Relay Service access numbers (from TTY: **1-800-735-2929** or from voice telephone: 1-800-735-2922).

**EXAMINATION APPLICATIONS** (STD 678) are available at local offices of the EDD, at the State Personnel Board, and on the Internet at <http://www.spb.ca.gov>.

If you meet the requirements stated on this bulletin you may take this examination, which is competitive. Possession of the entrance requirement(s) does not ensure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the other candidates who take this test, and all candidates who pass will be ranked according to their scores.

**GENERAL QUALIFICATIONS:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment and ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class.

**ELIGIBLE LISTS:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open eligible list. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate eligible lists in order of final test scores regardless of the date of the test and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

**VETERANS PREFERENCE:** California law allows granting of veterans preference credits to entrance level examinations in both Open and Open, Nonpromotional exams. Credit is granted as follows: In Open exams; 15 points for disabled veterans; and 10 points for other veterans, widows or widowers of veterans, and spouses of 100% disabled veterans. In Open, Nonpromotional exams; 10 points for disabled veterans, five (5) points for other veterans. If you receive veterans preference credit in an Open, Nonpromotional examination, you cannot also receive career credits. Directions to apply for veteran's preference credit are on the Veterans Preference Application (Form 1093) which is available from Department of Veterans Affairs, P.O. Box 942895, Sacramento, CA 94285-0001, and on the Internet at <http://www.spb.ca.gov>.

EMPLOYMENT DEVELOPMENT DEPARTMENT  
Human Resource Services Division, MIC 54  
P.O. Box 826880  
Sacramento, CA 94280-0001  
Telephone/Exam Hotline: (916) 654-6869  
Web site: [www.edd.ca.gov](http://www.edd.ca.gov)

California Relay Service for Hearing Impaired:  
From TDD Phone: (800) 735-2929  
From Voice Phone: (800) 735-2922

*TDD is a Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.*